



United States Department of the Interior

OFFICE OF THE SECRETARY
Washington, DC 20240

JUN 03 2014

CIVIL RIGHTS DIRECTIVE 2014-07

To: Bureau Equal Employment Opportunity Officers
From: Sharon D. Eller, Director, Office of Civil Rights *Sharon D. Eller*
Subject: Delegation of Authority for the DOI iComplaints System

Please find enclosed new Civil Rights Directive 2014-07, Delegation of Authority for the DOI iComplaints System.

Distribution: Bureau EEO Officers and Complaints Managers, Office of the Secretary EEO
Complaints Manager

Inquiries: Tanisha M. Edmonds, Acting Chief, Employment Complaints and Adjudication
Division, Office of Civil Rights, (202) 208-4016, or Designee

Expiration: When Superseded

CIVIL RIGHTS DIRECTIVE NO. 2014-07

Subject: Delegation of Authority for the DOI iComplaints System

1. Purpose.

This Directive clarifies roles and responsibilities for the management and use of the Department of the Interior (DOI) iComplaints system. The DOI iComplaints system is the Equal Employment Opportunity (EEO) Complaint-Tracking System utilized by all DOI EEO Offices.

2. Authorities.

- a. 29 Code of Federal Regulations (CFR), Part 1614, Federal Sector Equal Employment Opportunity; 29 C.F.R. §1614.602(a) (Reports to the Commission)
- b. Equal Employment Opportunity Commission (EEOC) Federal Sector Report, Attaining a Model Agency Program: Efficiency, Effective Complaints Tracking and Monitoring System

3. Policy.

The Departmental Office of Civil Rights (OCR), all Bureau EEO Offices, and the Office of the Secretary (OS) EEO Office will maintain a case tracking system to accurately capture data for the Annual Federal EEO Statistical Report of Discrimination Complaints (the 462 Report). This case tracking system shall be an accurate, accessible, verifiable and comprehensive tracking system for managing an effective and timely complaint processing program.

Bureau EEO Officers and the OS Complaints Manager will ensure all iComplaints users within his/her Bureau EEO Office or the OS EEO Office have a user account and appropriate training. Bureau EEO Officers and the OS Complaints Manager will ensure all complaints processing documents for complaints of discrimination being processed his/her Bureau are uploaded and associated events are entered into the iComplaints system.

Policy and procedures pertaining to timely entry of events and uploading of complaints processing documents into iComplaints are outlined in Civil Rights Directive 2014-08.

4. Scope.

The policies and procedures in this document apply to OCR, the Bureau EEO Offices, and the OS EEO Office.

5. Responsibilities.

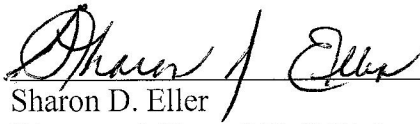
- a. The Director, OCR, will designate an OCR iComplaints Administrator and backup iComplaints Administrator to work directly with the Bureau EEO Office and the OS EEO Office on all matters pertaining to the administration of the iComplaints system. OCR will retain responsibility for managing the DOI iComplaints system, including

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coordinating new user and refresher iComplaints Training, Certification and Accreditation, and other tasks associated with systems management and administration of the iComplaints system.

- b. OCR delegates the authority to administer the DOI iComplaints system to Bureau EEO Officers and the OS EEO Complaints Manager for his/her respective EEO Office as follows:
 - i. Ensuring only authorized/appropriate use of the DOI iComplaints system within his/her respective Bureau or OS.
 - ii. If there is a change in the current designated Administrator identify to the OCR, Acting Chief, Employment Complaints and Adjudication Division, within 5 days of the designation, an iComplaints Bureau Administrator and backup iComplaints Bureau Administrator on your staff. The Bureau Administrators and OS Administrator are responsible for locking and unlocking accounts and resetting passwords for iComplaints users within their respective Bureau or OS.
 - iii. Ensuring that, before creating a new user account for access to iComplaints, the user submits to the Bureau or OS Administrator:
 - (a) A completed New User Account Access Form
 - (b) Rules of Behavior (ROB) form for New User(s), signed and dated by the new user; and
 - (c) A Federal Information Systems Security Awareness, Privacy and Records Management (FISSA+), Training Completion Certificate from the new user, certifying that the user has completed FISSA+ training.
 - iv. Ensuring that new users receive iComplaints training, coordinated by the OCR iComplaints Administrator.
 - v. Ensuring Bureau or OS EEO Office cooperation and assistance during the certification and accreditation of the DOI iComplaints system.
 - vi. Ensuring appropriate and timely entry of events and uploading of complaints processing documents into iComplaints as outlined in Civil Rights Directive 2014-08.

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Director, Office of Civil Rights

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